

**BEFORE THE
PUBLIC UTILITIES COMMISSION OF OHIO**

Pete Spooner & Cindy Bias)	
)	Case No. 13-1583-EL-CSS
Complainants)	
)	
v.)	
)	
Ohio Edison Company <i>et al.</i>)	
)	
Respondents)	

**AMENDED TESTIMONY OF

REBECCA S. PASTIER

ON BEHALF OF

FIRSTENERGY SOLUTIONS CORP.**

1 **Q. PLEASE STATE YOUR NAME, TITLE, AND BUSINESS ADDRESS.**

2 A. My name is Rebecca S. Pastier. I am employed by FirstEnergy Solutions
3 Corp. (“FES”) as a Retail Service Management Analyst. My business address is
4 341 White Pond Dr, B2, Akron, Oh, 44320.

5 **Q. PLEASE BRIEFLY DESCRIBE YOUR EDUCATIONAL AND**
6 **PROFESSIONAL BACKGROUND AND QUALIFICATIONS.**

7 A. I attended the University of Akon, majoring in business administration. I
8 have been employed by subsidiaries of FirstEnergy Corp. for 13 years. During that
9 time I have worked in various roles within FirstEnergy Corp. and FES, including
10 residential and national account customer service and sales. My present duties and
11 responsibilities include resolving escalated customer issues including commission,
12 attorney general, internal, and executive level complaints.

1 **Q. ON WHOSE BEHALF ARE YOU TESTIFYING?**

2 A. I am testifying on behalf of FES.

3 **Q. HAVE YOU EVER TESTIFIED BEFORE THIS COMMISSION?**

4 A. No I have not.

5 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

6 A. The purpose of my testimony is to respond to the allegations in the
7 Complaint filed by Pete Spooner & Cindy Bias (“Complainants”) against FES.

8 **Q. HOW DID COMPLAINANTS BECOME FES CUSTOMERS?**

9 A. Complainants reside at 10800 Humm Rd., Berlin Heights Ohio 44814.
10 This address is located in Erie County, Berlin Township. Erie County passed an
11 “opt out” government aggregation program on May 4, 2010, with Berlin Township
12 approving aggregation with more than 65% of the vote.¹ FES is the electricity
13 provider for Erie County under that government aggregation program.²

14 **Q. WHEN DID COMPLAINANTS START RECEIVING SERVICE FROM**
15 **FES UNDER THAT GOVERNMENT AGGREGATION PROGRAM?**

16 A. Complainants did not opt out of the Erie County governmental aggregation
17 program. When Complainants did not opt out, Complainants began receiving
18 service from FES under the government aggregation program on October 21, 2010.

19 **Q. DID COMPLAINANTS PAY HIGHER BILLS THAN THEY WOULD**
20 **HAVE UNDER OHIO EDISON’S STANDARD SERVICE OFFER AS A**
21 **RESULT OF THEIR ENROLLMENT IN AGGREGATION?**

¹ <http://www.electionsonthe.net/oh/erie/elecres/20100504.htm>

² See Case No. 10-0712-EL-GAG (Erie County government aggregation filings).

1 A. No. FES provided service at a 6% discount from Ohio Edison's price to
2 compare. I reviewed Mr. Spooner's bills and determined that enrollment in
3 aggregation saved Mr. Spooner \$126.50.

4 **Q. HAS FES STOPPED SERVING COMPLAINANTS UNDER THE**
5 **GOVERNMENTAL AGGREGATION PROGRAM?**

6 A. Yes. On February 7, 2013 Complainants called FirstEnergy Solutions
7 contact center and objected to being included in the governmental aggregation
8 program. As a courtesy to Complainants, Complainants were released from the
9 governmental aggregation program on March 27, 2013. Since that time,
10 Complainants have not been FES customers.

11 **Q. DID FES "SLAM" COMPLAINANTS?**

12 A. No. Complainants are residents of Erie County who failed to opt out of
13 the lawful government aggregation program. FES did not "slam" Complainants,
14 and actually released Complainants from the government aggregation group as a
15 courtesy without any termination fees.

16 **Q. IS FES RESPONSIBLE FOR THE BILLING ISSUES RAISED IN THE**
17 **COMPLAINT?**

18 A. No. The Complainants are billed by Ohio Edison Company, their electric
19 distribution utility. FES is not responsible for any of the billing issues addressed
20 in the Complaint.

21 **Q. DOES THIS CONCLUDE YOUR TESTIMONY AT THIS TIME?**

22 A. Yes it does.

Respectfully submitted,

/s/ Scott J. Casto

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CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing *Amended Testimony of Rebecca S. Pastier For FirstEnergy Solutions Corp.* was served this 17th day of July, 2014, via e-mail upon the parties below.

/s/ N. Trevor Alexander

One of the Attorneys for FirstEnergy Solutions Corp.

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I hereby certify that a copy of the foregoing *Amended Testimony of Rebecca S. Pastier For FirstEnergy Solutions Corp.* was served this 17th day of July, 2014, via US mail upon the parties below.

/s/ N. Trevor Alexander

One of the Attorneys for FirstEnergy Solutions Corp.

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Complainants

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Summary: Testimony Amended Testimony of Rebecca S. Pastier electronically filed by Mr. Nathaniel Trevor Alexander on behalf of FirstEnergy Solutions Corp.